CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 06/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
CA Commitment Accounting		18
ELM		26
Employee Self Service (ESS)		4
ESS Employee Self-Service		1
HR Human Resources	Acceptance Testing	3
	Assessment	18
	Assigned	118
	Awaiting Customer	15
	In Development	3
	In Work	32
	Rework	2
	System Test	3
HR Human Resources		194
Interfaces		13
Learn		2
Mgr Self Service (MSS)	Assessment	1
	Assigned	6
	Awaiting Customer	2
	In Development	1
	In Work	1
Mgr Self Service (MSS)		11
MSS Manager Self-Service		1
None	Awaiting Customer	1
None		1
Not Applicable		2
PeopleTools		5
Performance Mgmt		22
POS Position Control		4
PY Payroll		97
Recruiting		31
Reports		60
Security		20
SPRS Payroll		1
TL Time and Labor		139
UPK	In Work	1
UPK		1
Grand Total		653

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	9
Assessment	57
Assigned	371
Awaiting Customer	46
Hold- Pending Oracle Fix	7
In Development	8
In Work	120
Pending Prod Approval	10
Rework	10
System Test	15
Grand Total	**653**

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	CA Commitment Accounting	1
	ELM	1
	HR Human Resources	20
	Interfaces	2
	Learn	1
	PeopleTools	1
	Performance Mgmt	5
	PY Payroll	17
	Recruiting	3
	Reports	4
	Security	7
	TL Time and Labor	9
High		**71**
Medium		**288**
Low		**294**
Grand Total		**653**

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Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Assessment	6
Assigned	31
In Development	1
In Work	19
Pending Prod Approval	5
Rework	5
System Test	4
Grand Total	**71**

All SRs by Status

(Includes Closed, Completed after 05/01/21)

Status	Count of Status
Acceptance Testing	9
Assessment	57
Assigned	371
Awaiting Customer	46
Closed	14
Completed	661
Governance	1
Hold	10
Hold- Pending Oracle Fix	7
In Development	8
In Work	120
Pending Prod Approval	10
Rework	10
System Test	15
Grand Total	**1339**

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HR/Payroll Trend Report – Service Requests

May 2020 – May 2021

	May 2020	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May 2021	Totals
OPENED	474	504	784	640	826	751	590	522	660	467	720	671	599	**8208**
CLOSED	475	562	674	520	935	784	581	526	686	564	701	651	675	**8334**

Monthly trend for SR's opened and closed